DO-BE-FEEL

ID	Who/Roles	Functional Goal (What it should do)	Quality Goal (How it should be)	Emotional Goal (How it should feel)
1	Science Gallery Booking Team	Manage booking request	Easy to manage	Supported
2	Development Team	Integration of existing booking management systems to fascinated processes and reduce manual operations	Easy to use, accessible for staff in science gallery, easy to maintain	Challenged
3	Visiting Team	Request booking	Receive responses more rapidly than before	Satisfied with the upgraded booking system
4	Development Team	Design and implementation of an online booking platform	Improve user experience and process efficiency	Expected.

We focused on user experience and emotional experience to ensure that the functionality and quality of the system not only met the functional requirements but also contributed to a positive emotional experience for the users.